

Ontario 9-1-1 Advisory Board

MINUTES

Tuesday, September 11, 2012

10:00 am

Peel Regional Police Headquarters
Chief's Management Group Boardroom
7750 Hurontario Street
Brampton, Ontario

A. OPENING

PRESENT

EXECUTIVE COMMITTEE

Nancy Banks (Chair)	APCO Canada
Paulo DaSilva (Vice Chair)	Ontario Association of Chiefs of Police
Tom Voisey (Sec/Treasurer)	Secretary-Treasurer

MEMBERS

Mark Hull	Ontario Ministry of Health
Tracy Finn	NENA Ontario
Jim Friend	AMO – Regional Caucus
Karim Daya	Toronto

TECHNICAL ADVISORY PANEL/OBSERVERS/GUESTS

Chris Pittens	Ontario - Public Safety & Security
Carol Anne Albertson	Ontario Ministry of Natural Resources
Mark Hitchman	OPP

REGRETS

Bill Davis	AMO Rural Caucus
Fadi Dabliz	Bell Canada

QUORUM

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TOTAL VOTING POSITIONS PER CONSTITUTION: 13

TOTAL CURRENT VOTING POSITIONS FILLED: 8

TOTAL VOTING MEMBERS IN ATTENDANCE: 6

QUORUM PRESENT

A. OPENING REMARKS

Nancy Banks welcomed all and introduced the new Toronto representative – Karim Daya. Karim is Commander of Toronto EMS Communications.

B. MINUTES / FINANCIAL / CORRESPONDENCE

MINUTES

- Review of minutes of the May 8, 2012 meeting:

MOTION

**Moved by P. DaSilva
 Seconded by T. Finn
 That the minutes of the May 8, 2012 meeting be adopted.
 Carried**

FINANCIAL

FINANCIAL FINANCIAL REPORT

Opening Bank Balance, May 8, 2012		\$ 23,359.68
Less:		
CK#158-08/05/12 – Trafy Finn	\$3,000.00	
[RE: Advance – NENA Intl 14/06/12]		
CK#159-09/05/12 – C. Kolentsis	\$ 12.68	
[RE: Meeting Refreshments-05/08/12]		
CK#160-09/05/12 – Liz Catering	\$ 101.70	
[RE: Meeting Refreshments-05/08/12]		
Bank Service Charges	\$ 1.80	
[31/05/12]		
Total Expenses		<u>\$ 3,116.18</u>
Plus:		
Deposit #45 – 21/06/12	\$ 2,300.00	
[RE: Funding Campaign]		
Deposit #46 – 30/07/12	\$ 300.00	
[RE: Funding Campaign]		
Total Deposits		<u>\$ 2,600.00</u>
Closing Bank Balance, September 11, 2012		\$ 22,843.50
Equity Shares Held		\$ 100.00
Cash on hand		<u>\$ 0.00</u>
Net Worth, September 11, 2012		<u>\$ 22,943.50</u>

MOTION

**Moved by J. Friend
 Seconded by K. Daya
 That the Financial Report for September 11 , 2012 be accepted.
 Carried**

CORRESPONDENCE

- May 25, 2012 – email from Campbellford/Stirling area citizen regarding a complaint about a response to a 9-1-1 call for a man having a stroke. An email reply was sent advising re the role of the Ontario 9-1-1 Advisory Board and indicating that the responsibility for providing and

operating 9-1-1 systems/services in Ontario is a municipal responsibility. In order to advise the writer further with contact information the OAB secretary/treasurer requested information from the citizen; i.e., location call was made from; telephone number used; and, type of telephone (wireline or wireless). No response has been received to date.

- May 22, 2012 – email from a citizen requesting information on a 9-1-1 call that he had placed. Questions were: 1) Is the operator from 911 supposed to remain on the phone until EMS arrives and 2) Can I get a copy of the recording, I want to hear what I did right. It was determined that the call was made in Halton Region and the writer was provided with a contact at Halton Regional Police who answered a number of his questions and put him in touch with the Mississauga CACC manager.
- August 12, 2012 – email from US resident that is part of a social network group. She started receiving messages from a person (teenager) who continued to write about committing suicide. This person apparently lived in Ontario and the writer had no idea who to contact so passed her message through the OAB website. Information provided by the writer was forwarded to a police service in western Ontario. Subsequently information was received advising that the person had been located and apprehended and also that they would contact the original email author.

C. BUSINESS ARISING FROM PREVIOUS MEETINGS

OAB Website Update

General discussion including:

- Look to SmartWebPros re previously discussed email form on the web page.
- Incoming emails through the website are being sent only to Tom Voisey for processing. This can cause delays in responses should Tom not be available; i.e., vacation, etc. It was agreed to add Paulo's email address to the distribution
- Minutes for the February and May, 2012 meetings to be added to the website
- Fadi Dabliz recommended that OAB provide Provincial 9-1-1 coverage information; i.e., a hyperlink to a source of this info
- Include a "hit counter"
- Review links; i.e., include nena.org, etc.
- Remove 2008 budget information
- Acknowledged that the YouTube videos were a great addition to our site

D. COMMITTEE REPORTS

Government Affairs

- No report

Management/Financial

- The OAB website references to committees requires updating. Further discussion to take place to confirm committee Chairs and Members

Public Relations

- Tracy Finn continues to provide TPF PSA's for the website
- A link to Toronto Police Services should be included on the website
- Paulo DaSilva reports that York Regional Police are about to release a video. More information will be available for the next meeting.
- Brief discussion took place regarding the videos that are on the OAB website, specifically relating to retention periods and regular reviews of their currency. To be discussed at future meetings.

Technical Information

- No report
- Committee mandates to be reviewed. Should be added to the OAB Constitution.

Wireless & Nomadic Technologies

OACP Pocket Dial

- Paulo DaSilva reviewed the draft joint OACP/OAB "industry" statement regarding "Pocket Dial" calls.
- Paulo advised that York Regional Police have noticed a 5% decrease in hang-up type calls
- Approximately 37% of all calls are unintentional (5-7% drop from beginning of year)
- The "industry" statement is intended to bring this problem to the attention of wireless companies and ask for their assistance with developing a solution
- Paulo has indicated that, with OAB approval, the OAB logo would go on the document along with the OACP logo.
- Paulo recommended that the draft document be reviewed by Jean Francois Leger Professional Corporation to identify and potential exposure to liabilities resulting from the letter.

MOTION Moved by M. Hull
Seconded by T. Finn
That Paulo DaSilva engage the services of Jean Francois Leger Professional Corporation for the purposes of a legal review of the draft OACP/OAB letter requesting industry assistance in reducing the ease by which mobile devices automatically dial 9-1-1, accidentally, through children playing or via pocket dial.
Carried

Committee Report

- Phase II Stage 2 – PEI trial in progress
- Accuracy of data is uncertain
- Still working on "in call location information". It currently takes 30 to 50 seconds for the 2nd packet of information that includes x-y coordinates.

Wireline

- Nothing to report

Ad Hoc Sustainable Funding Resources

- Nothing to report
- This item to be removed from the Agenda

E. NEW BUSINESS

BID-13 Discussion

- The new configuration will not include routing of ANI/ALI with the voice calls. It will be up to each PSAP to develop processes for routing ANI/ALI to the telephone position that has answered the 9-1-1 call.
- CAD vendors seem reluctant to have any part of the design of these processes
- There will be ESWG interfaces with CRTC in Ottawa – October 3 & 4, 2012
- Further discussion re OAB response to be held at next meeting
- Paulo DaSilva requested that information on BID-13 be placed on the OAB website.

F. ADJOURNMENT

<u>Events</u>	<u>Next Meeting</u>
<ul style="list-style-type: none">• NENA Ontario Conference September 16 – 19, 2012 Oshawa, Ontario• APCO Canada Conference November 5 – 8, 2012 Winnipeg, Manitoba	November 13, 2012 <u>2013 Meeting Schedule</u> To be determined

MOTION

Moved by P. DaSilva,
Seconded by F. Friend,
“That the meeting be adjourned.”